



SAN DIEGO COUNTY TRANSFER OF CARE REPORT JUNE 2018

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Introduction

Emergency medical services systems (EMS), hospitals and their emergency departments (ED), are fundamental components of San Diego County's health care delivery network. Together they provide the County's safety net for health care with 24/7 access to emergency health care services. San Diego County's hospital ED volume has grown substantially by 40 percent between 2006 and 2016, and presently San Diego County's hospitals average more than one million visits per year (as reported by hospitals to the Office of Statewide Health Planning and Development). The availability and effective functioning of the EMS system and the EDs are of vital importance to all San Diegans.

A significant concern among emergency medical services and emergency departments in San Diego County is ambulance patient offload delays (also called wall-time). Offload delays in EDs can cause extensive wait times for patients, while also impacting resource availability for hospitals and EMS providers that serve their community for emergency response.

The purpose of this report is to quantify offload times by various factors in an attempt to inform relevant community groups, hospitals, EMS agencies, County staff, and the general public as to the level and occurrence of offload delays occurring throughout the County so that necessary steps may be taken to alleviate specific offload delay issues.

(This introduction was adapted from the California Hospital Association's Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department.)

NOTE: For ambulance patient offloads in which a transfer of care time is not established, the ambulance unit's "Cleared Destination" time is used to calculate offload time.

Transfer of Care Compliance: TOC compliance is defined by the percent of ambulance offloads in which a valid transfer of care time is entered into the approved TOC application located on the medic device (or hospital computer if the medic device is unavailable).

Rankings: San Diego County Emergency Departments are ranked based on the percent of offloads that are under 30 minutes. San Diego County Ambulance Response Zones are ranked by TOC compliance.

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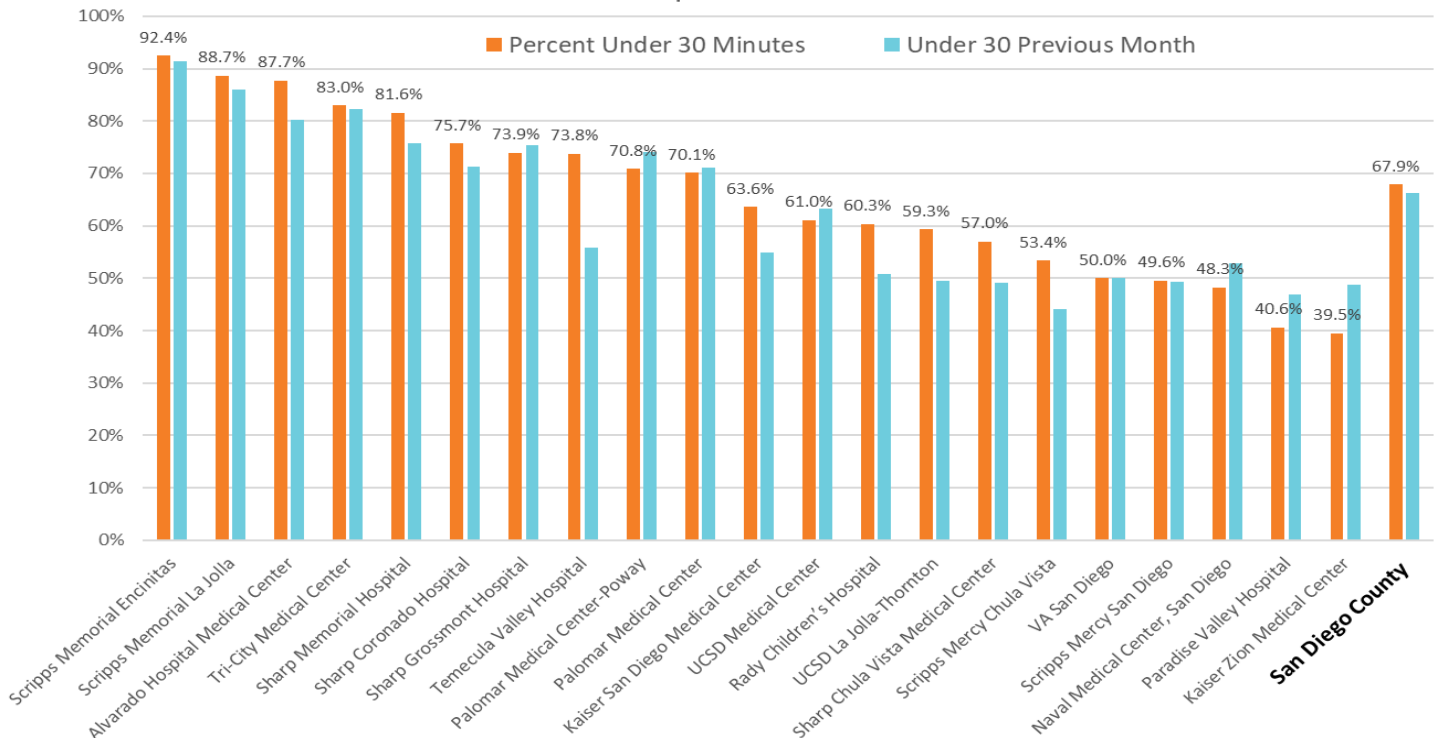
Transfer of Care Data, Separated by San Diego County Emergency Department

Table 1. Offload Times and TOC Compliance for San Diego County Emergency Departments, June 2018

Emergency Department	Rank	Total Offloads	Percent Under 30 Minutes	Under 30 Previous Month	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Scripps Memorial Encinitas	1	713	92.4%	91.5%	80.9%	11.2	27.3	77.8%
Scripps Memorial La Jolla	2	990	88.7%	86.0%	80.2%	7.1	30.3	84.2%
Alvarado Hospital Medical Center	3	351	87.7%	80.2%	74.9%	10.2	30.8	78.6%
Tri-City Medical Center	4	1,104	83.0%	82.2%	59.0%	17.7	38.7	85.5%
Sharp Memorial Hospital	5	1,538	81.6%	75.7%	69.6%	10.2	34.6	78.2%
Sharp Coronado Hospital	6	140	75.7%	71.2%	54.3%	18.4	36.7	40.0%
Sharp Grossmont Hospital	7	1,869	73.9%	75.4%	58.2%	15.8	47.0	69.1%
Temecula Valley Hospital	8	160	73.8%	55.8%	47.5%	20.8	43.7	70.0%
Palomar Medical Center-Poway	9	401	70.8%	74.2%	46.9%	21.6	39.4	43.4%
Palomar Medical Center	10	786	70.1%	71.2%	52.2%	19.1	52.0	75.7%
Kaiser San Diego Medical Center	11	261	63.6%	54.9%	39.5%	24.5	50.7	47.9%
UCSD Medical Center	12	1,381	61.0%	63.4%	37.1%	25.4	42.5	60.5%
Rady Children's Hospital	13	363	60.3%	50.8%	34.7%	26.9	40.9	25.1%
UCSD La Jolla-Thornton	14	209	59.3%	49.5%	40.7%	26.4	42.7	37.8%
Sharp Chula Vista Medical Center	15	702	57.0%	49.2%	35.5%	27.6	53.1	46.3%
Scripps Mercy Chula Vista	16	847	53.4%	44.2%	32.2%	29.3	49.2	41.7%
VA San Diego	17	18	50.0%	50.0%	22.2%	29.0	35.9	5.6%
Scripps Mercy San Diego	18	1,620	49.6%	49.2%	30.4%	30.1	48.7	36.5%
Naval Medical Center, San Diego	19	143	48.3%	52.9%	20.3%	30.1	44.4	6.3%
Paradise Valley Hospital	20	471	40.6%	46.8%	23.4%	31.7	60.4	17.4%
Kaiser Zion Medical Center	21	650	39.5%	48.7%	20.8%	32.5	64.4	38.8%
San Diego County Total		14,717	67.9%	66.3%	49.7%	20.2	45.2	59.7%

Figure 1

Percent of Offload Times Under 30 Minutes by San Diego County Emergency Department



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

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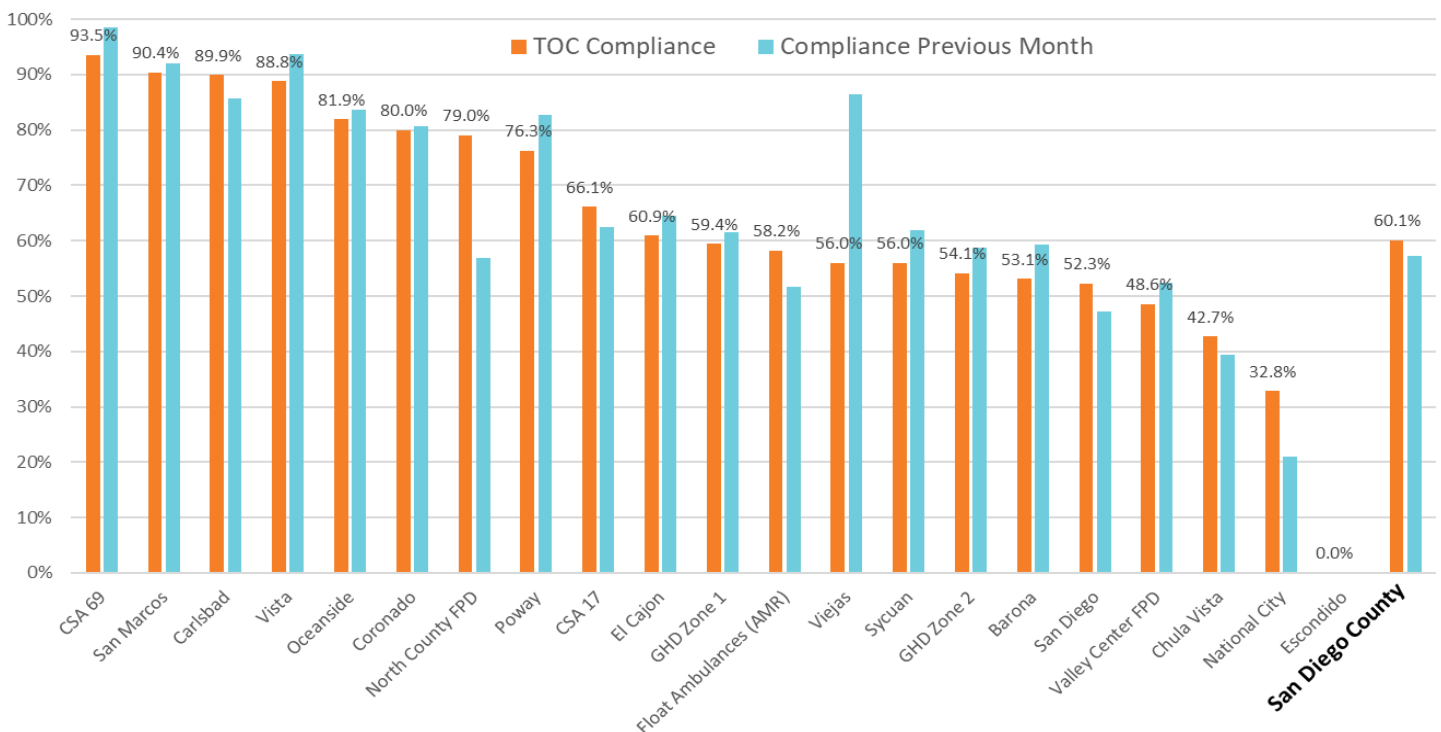
Transfer of Care Data, Separated by San Diego County Ambulance Response Zone

Table 2. Offload Times and TOC Compliance for San Diego County Ambulance Response Zones, June 2018

Ambulance Response Zone	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance	Compliance Previous Month
CSA 69	1	738	89.3%	76.4%	11.7	31.3	93.5%	98.5%
San Marcos	2	458	81.0%	65.1%	15.3	40.6	90.4%	92.1%
Carlsbad	3	357	94.4%	81.8%	11.4	24.5	89.9%	85.7%
Vista	4	546	86.2%	62.8%	16.5	33.4	88.8%	93.7%
Oceanside	5	625	80.5%	59.0%	17.5	41.0	81.9%	83.6%
Coronado	6	75	93.2%	82.2%	11.2	25.4	80.0%	80.8%
North County FPD	7	252	69.8%	47.6%	20.8	50.4	79.0%	56.9%
Poway	8	152	88.2%	74.3%	11.1	31.4	76.3%	82.8%
CSA 17	9	410	90.0%	73.7%	12.3	30.1	66.1%	62.5%
El Cajon	10	777	64.7%	49.6%	20.3	55.3	60.9%	64.6%
GHD Zone 1	11	898	73.2%	53.3%	17.8	46.6	59.4%	61.5%
Float Ambulances (AMR)	12	459	59.9%	45.1%	24.8	53.0	58.2%	51.6%
Viejas	13	50	72.0%	60.0%	15.0	55.8	56.0%	86.4%
Sycuan	14	25	68.0%	56.0%	15.9	41.4	56.0%	61.9%
GHD Zone 2	15	98	81.6%	58.2%	16.0	40.9	54.1%	58.7%
Barona	16	32	84.4%	68.8%	14.1	41.0	53.1%	59.3%
San Diego	17	6,869	62.1%	44.1%	24.1	42.6	52.3%	47.3%
Valley Center FPD	18	177	52.5%	38.4%	29.0	67.3	48.6%	52.5%
Chula Vista	19	1,225	55.8%	34.3%	27.8	54.2	42.7%	39.4%
National City	20	402	56.0%	31.3%	27.0	55.8	32.8%	21.1%
Escondido	21	0	0.0%	0.0%			0.0%	0.0%
San Diego County Total		14,625	68.0%	49.9%	20.1	44.9	60.1%	57.3%

Figure 2

TOC Compliance by San Diego County Ambulance Response Zone



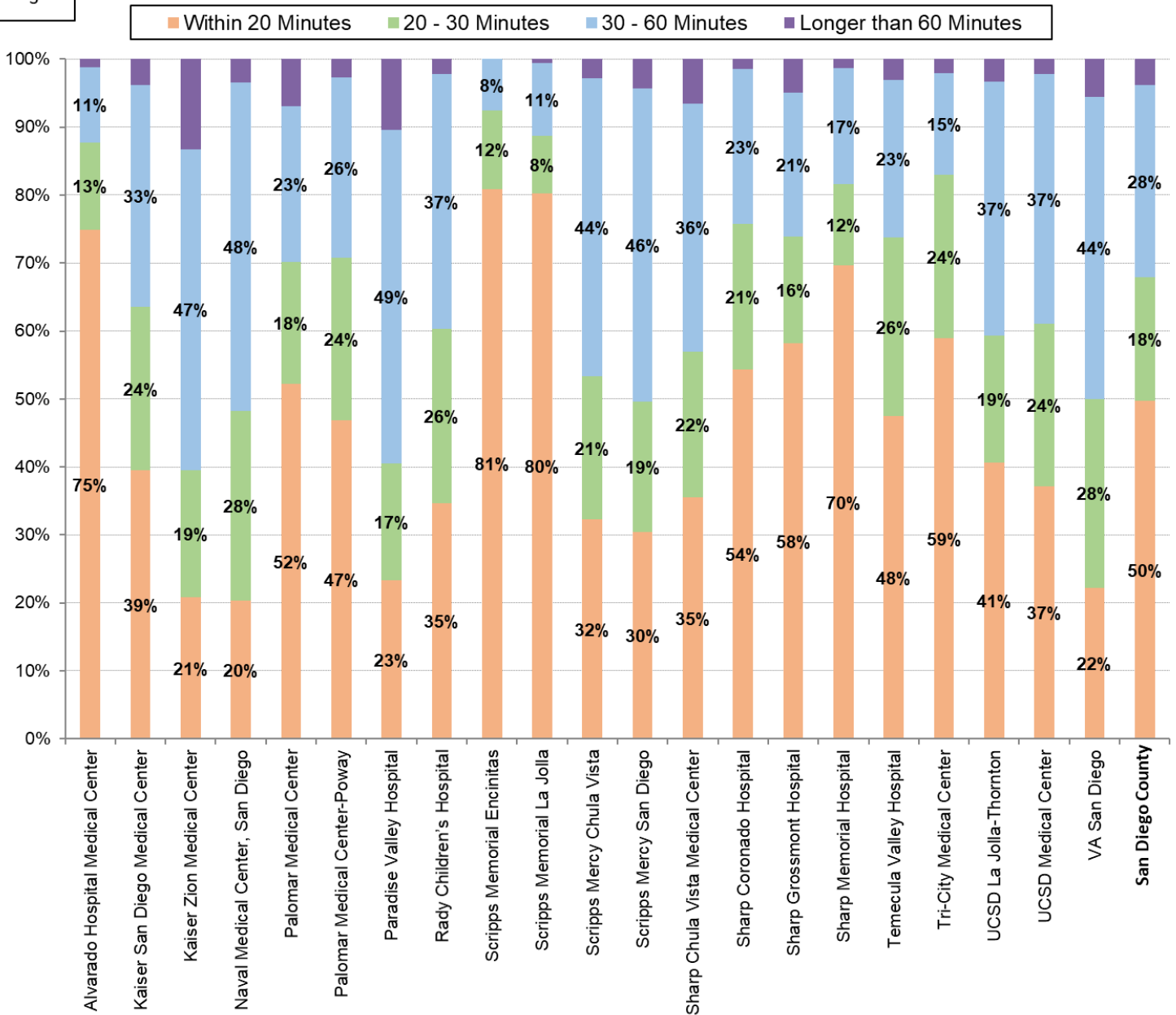
Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

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Transfer of Care Data by Patient Offload Time Category

Figure 3

Distribution of Offload Times by San Diego County Emergency Department



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.